

# TECHNICAL SERVICE POINTER

## For Immediate Attention of Your Service Department

Technical Service Pointer #: W11258642

Action Required: Information

Release Date: May 21, 2018

### Brands Affected



## COMMERCIAL LAUNDRY Coin Slide-Operated Top-Load Washers CCU LED Failures

### Models

MAT20CS	CAE2745 / 65
MVW18CS	CAE2743 / 63
QCAE2733	27122310
QCAE2735	2627022K

### Description

LED coin slide models may experience LED circuit failures resulting from possible electrostatic discharge events.

### Production Correction

There have been two actions taken to address this issue. The first is the addition of a ground wire added to the coin slide in March 2015. The ground wire is located in the meter case and needs to be attached to the coin slide at installation. (The ground wire will be connected to the coin slide at the factory on the CAE2745 models.) Machines built prior to March 2015 can have the ground wire added by ordering kit number W10846503.

The second action is the implementation of higher-rated diodes to handle voltage spikes coming through the coin slide switch. This change was implemented into production in March 2018 starting with serial number C8108.

### QUESTIONS?

Please contact your Customer Relations Manager.

### ALL POINTERS ONLINE:

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